

The State of Idaho's Performance Management System: An Overview



Idaho Division of Human Resources, January 2006

This Presentation Includes

- An Overview of the state's performance management process
- Recent changes in the process: rating levels and definitions, performance standards, and templates
- Helpful hints

Performance Management

Why are we making changes to the Performance Management System?

- Employee Feedback
- Legislative Request
- Survey Feedback
- Best Practices
- Opportunity to Recognize Top Performers

Performance Management

A process for . . .

- Establishing a 'shared understanding' of performance expectations between an employee and a supervisor,
- Describing how and when the work is to be achieved, and
- Providing opportunities for employee development.

Performance Management is a year-round process!

Performance Management

A process to . . .

- Review established job expectations,
- Review employee Performance Standards,
- Establish new performance expectations,
- Summarize performance and assign an overall rating, and
- Review and establish employee development plans.

Performance Management

Training Options

- For online training, go to ['Performance Management Online'](#)
- For classroom learning opportunities, go to www.dhr.idaho.gov/training/classschedule.aspx



New in 2006

- Change from a Two-Level Rating System to a **Four-Level Rating System**
- Add **Rating Level Definitions** for each of the four rating levels
- Add **New Performance Standards** for both Employees and Supervisor/Managers
- **Enhance** definitions of each Employee and Supervisory/Managerial **Performance Standards**
- Develop **New Evaluation Templates**



Four-Level Rating System

- **Exemplary (EX)**: This employee performs at a level that results in significant accomplishments that may not have been otherwise achieved.
- **Solid Sustained (SS)**: This employee demonstrates good solid performance in managing work expectations; exhibits sustained support of organizational goals.

Continued



Four-Level Rating System (cont.)

- **Achieves Performance Standards (APS)**: This employee meets job expectations OR this employee is developing new skills and gaining new knowledge.
- **Does Not Achieve Performance Standards (DNA)**: This employee's performance needs improvement and/or is inconsistent.



Four-Level Rating System (cont.)

- The Four-Level Rating System applies to all state agencies.
- Some agencies may have customized the names of the rating levels to meet their organizational culture.
- Rating Level Definitions are the same for all agencies and cannot be customized.



Rating Level Definitions

- Each Rating Level is defined.
- Rating Level definitions may be included as part of the evaluation form and for employee development discussions.



Performance Standards

New Standards have been added:

- Employees - Adaptability/Flexibility
- Supervisory/Managerial - Decision Making/Problem Solving

Existing Employee and Supervisory/Managerial Performance Standards have been clearly defined with enhanced examples.

Performance Standards

Remember:

- The Employee and Supervisory/Managerial Performance Standards apply to all state agencies.
- Some agencies may have customized the examples to meet their organizational culture.
- Agencies may have included additional standards to meet their organizational needs.
- Agencies are not required to rate each standard.

Helpful Hints: Performance Documentation

Keep performance documentation secure and confidential!

- Create individual employee folders in Employee Appraiser, or
- Create a Word file, or
- Use your Outlook or electronic calendar, or
- Use a desk calendar note section, or
- Use a paper file folder.

Helpful Hints: Performance Documentation

- Document positive and negative performance.
- Write a brief description of the performance including dates.
- Be consistent – document throughout the year.
- Document using FOSA: Facts, Objectives, Solutions, Actions.

Helpful Hints: Preparing the Evaluation Document

- Know your agency's review cycle.
- Know your agency's policies regarding evaluation drafts, signatures, and copies.
- Review "[Performance Management Online](#)" for other helpful hints.

Employee Appraiser

The Employee Appraiser Program is a desktop software program that assists supervisors in managing performance. It provides a format for documenting performance and writing reviews. It includes the following features:

- **Writing Assistant:** provides descriptive phrases that can be customized to the employee's performance.

Employee Appraiser (cont.)

- **Coaching Advisor:** suggests motivational and problem solving strategies and guidance that can be customized and included in the evaluation document.
- **Employee Folder:** provides for individual folders that can be used to organize the supervisor's performance documentation.
- **Manager's Resource Center:** assists with writing job descriptions, performance objectives, development plans, and providing recognition.

Employee Appraiser (cont.)

Do you want to know more about the Employee Appraiser?

You may link to the Employee Appraiser Tutorial on DHR's Performance Management web page. It is a step-by-step Power Point presentation that will help you understand how to use the various features of the program.

Resources

- [Idaho Code](#) - Look under "67-5309(h)".
- [Administrative Rule](#) - Click on "210.Performance Evaluations".

Resources

- [Online Training](#): Performance Management
- [Classroom Training](#): Performance Management
- Questions? Contact your agency Human Resource Office.



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